24/7 SECURITY MONITORING

Mediacom's central monitoring station provides 24/7 UL-approved monitoring for your residence or business.

The following information will provide you an overview of what occurs when the central monitoring station receives an alarm signal:

BURGLARY AND FIRE

1. Customer Notification - Two calls are placed in an attempt to notify the customer
2. Dispatch Authorities

PANIC

1. Dispatch Authorities - No calls are made first
2. Customer List Notification

ALARM SYSTEM TESTING

You should test your alarm system monthly. Please see user manual for alarm system testing instructions.

Suggested Action: Leave the house immediately if you have any doubt about your safety.

Service and Support Number:

866-455-1595

Mediacom the power to simplify

mediacomcable.com/homecontroller

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Mediacom the power to simplify

home controller

The Power to Control and Secure Your Home from Virtually Anywhere.

QUICK USER GUIDE

Congratulations! **You just made it easier than ever to monitor your property, keep your loved ones safe, and stay connected to your home and family from virtually anywhere. Our UL-approved central monitoring station will allow you to relax knowing your home is protected.**

INTRODUCTION

The interactive TouchScreen acts as the control center that enables you to operate your security system and interact with your home at the touch of a button. Use it to arm and disarm your system, view live video from cameras placed in your home and view real-time web content all from the full-color display. This section provides an overview of your TouchScreen and offers quick tips on how to use its various features.

ARM HOME CONTROLLER

1. Touch the **Disarmed - Press to Arm** button on the Home Screen.
2. Select **Arm Stay** to arm the sensors on your doors and windows with only a 30-second exit delay, or **Arm Night** with no delay.
   Or select **Arm Away** to arm all sensors including the motion detectors.
3. Press the **Turn Zone Off** button for any security zones that you want to bypass.
4. Follow prompt to enter code to **Turn Zone Off.**
5. Enter your 4-digit security code to arm the system.

Note: The TouchScreen generates short, audible alerts while arming, indicating 60 seconds for exit. Audible alerts last for 30 seconds for entry.

DISARM HOME CONTROLLER

1. Touch the red **Armed Away - Press to Disarm** button on the Home Screen.
2. Enter your 4-digit security code to disarm the system.

REMOTE ACCESS TO YOUR SYSTEM:

WEB PORTAL ACCESS

Upon activation of your security system, you will receive an email with a temporary username and password. The temporary username and password, along with the master code, will be required to log into the Web Portal for first-time access.
Web Portal: mediacomcable.com/homecontroller. You will then be prompted to create your own permanent username and password. Once you are logged in, you will arrive at your personal security portal. Navigational details can be found in the user manual.

MOBILE ACCESS

Download the "My home touchscreen" app by Comporium from the App Store℠ or Google Play™. Then, launch the application. Enter your Home Controller Username and Password and click Login.

IMPORTANT ITEMS TO REMEMBER:

Master Security Code:_____
For TouchScreen/Web Portal disarming and Settings control.

Account #:_____

Security Password:_____
To give to the monitoring station in case of false alarm.

Web Portal Username: _____
For remote access.

Web Portal Password: _____
For remote access.

Note: The above information is strictly confidential for you.

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Not all features are available in all areas.

Web Portal Address:
mediacomcable.com/homecontroller
Click on the Home Controller Portal link.